

IN THE CLAIMS

Claims 1-38 (canceled).

39. (new) A method for use in a directory assistance system, comprising:
  - receiving a call from a caller, the call including a current request for a suggestion of a provider of a product or service desired by the caller;
  - retrieving, from storage, data concerning the manner in which one or more prior requests by the caller were handled;
  - utilizing at least the retrieved data to identify a product or service provider in response to the current request;
  - searching a database for connection information concerning the identified product or service provider;
  - facilitating a communication between the caller and the identified product or service provider based on the connection information;
  - storing, in the storage, data concerning the manner in which the current request is handled; and
  - after the caller communicates with the identified product or service provider, allowing the caller to return to the directory assistance system without terminating the call.

40. (new) The method of claim 39, wherein the one or more prior requests were received in the same call as the current request.

41. (new) The method of claim 39, wherein the connection information including a telephone number.

42. (new) The method of claim 41, wherein the communication includes a

telephone connection.

43. (new) The method of claim 39, wherein the caller is returned to the directory assistance system automatically after a disconnection by the identified product or service provider of the communication between the caller and the identified product or service provider

44. (new) The method of claim 43, wherein the caller is returned to the directory assistance system after a predetermined period from the disconnection.

45. (new) The method of claim 39, wherein the identified product or service provider includes a restaurant.

46. (new) A method for use in a directory assistance system, comprising:  
receiving, from a caller, a current request for a suggestion of a provider of a product or service desired by the caller;  
retrieving, from the directory assistance system, data concerning one or more prior requests by the caller;  
identifying, based at least on the retrieved data, a product or service provider in response to the current request;  
assigning an agent in the directory assistance system, the agent communicating with the product or service provider on behalf of the caller to satisfy the current request;  
and  
storing, in the directory assistance system, data concerning the current request in association with the caller.

47. (new) The method of claim 46, further comprising receiving information

concerning the caller, and generating a ticket containing details of the desired product or service, wherein select fields of the ticket are populated with the received information.

48. (new) The method of claim 47, wherein the received information comprises the caller's telephone number.

49. (new) The method of claim 47, wherein the received information comprises the caller's home address.

50. (new) The method of claim 47, wherein the received information comprises the caller's present location.

51. (new) The method of claim 46, wherein the retrieved data comprises one or more caller preferences.

52. (new) The method of claim 51, wherein the one or more caller preferences include preferences for selected geographic regions.

53. (new) The method of claim 47, further comprising entering the name of the product or service provider at which a reservation is desired on the ticket, accessing a database to retrieve other information regarding the product or service provider, and automatically populating selected fields of the ticket with said other information.

54. (new) The method of claim 46, wherein the product or service provider includes a restaurant.